



State of Tennessee
Health Facilities Commission

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2021-2022 Healthcare Needs Assessment
Executive Summary

Introduction

The Tennessee Health Facilities Commission (HFC) has conducted a healthcare needs assessment of the Upper Cumberland Plateau Region to measure access to health care, identify access gaps, and serve to inform the certificate of need program. This executive summary compiles the high points of the full assessment that can be found [here](#).

This needs assessment is a systematic method for reviewing the health issues facing a population to make a contribution in narrowing the access gap in healthcare. The goal is to lead to agreed priorities and resource allocation to improve health and reduce health inequalities.

Methodology

Primary and secondary data were used to analyze the healthcare priorities in the following counties: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Morgan, Overton, Pickett, Putnam, Scott, Smith, Trousdale, Van Buren, Warren, and White. There is a statistical knowledge that this region lacks health care facilities and services.

A questionnaire was produced and distributed within the selected region. The questionnaire focused on community issues, concerns, and future goals related to healthcare. Barriers to access, desired services and providers currently unavailable in the area, quality of services and facilities, and more were all subjects of interest in the questionnaire. By directly asking the population their opinion, HFC was able to generate a summary of thoughts from the community. There were 178 respondents from the region.

In addition to the questionnaire, data from the 2020 United States Census and the 2016-2020 American Community Survey Five Year Estimates were analyzed to provide additional findings of the community's health needs.

Questionnaire Findings

The questionnaire was distributed to residents within the region with the help of stakeholder groups. Of the respondents, 73 percent were female, and 26 percent were male. The majority of respondents reside in Putnam County. The age distribution of respondents was fairly evenly split; however, respondents older than 76-years-old responded least. A majority of respondents had a bachelor's degree or higher.

Respondents claim that cost, distance, and unavailability of services are the highest barriers to accessing healthcare in the region. According to the findings, the most needed services in the area

are counseling and psychiatric services. Primary care physicians, emergency care, substance abuse services, and inpatient services follow as the most needed in the region.

Individuals ranked the definition of quality healthcare services in the following order: helped in healing, knowledgeable staff, timeliness of service, ease of accessing services, variety of doctors, cleanliness of facility, and friendliness of staff. Home health care services, hospice services, long term care services, physicians, inpatient services, and emergency services received average quality ratings from respondents. Mental health and childbirth services were rated the lowest by respondents.

Individuals ranked the definition of availability in healthcare services in the following order: able to schedule an appointment when needed, able to drive to services within acceptable time, service is not too far away, and services are located within the county. Acceptable time varied from 15 minutes to 60 minutes.

Thoughts on telemedicine services were analyzed in the questionnaire. Of the respondents, 35 percent have access and have used the service. Meanwhile, 19 percent were unfamiliar with the service. 15 percent of respondents have access but do not trust telemedicine services.

Secondary Data Findings

Demographics data were drawn from available sources, including the United State Census from 2020. Socioeconomic characteristics and determinants of health status can assist in assessing the healthcare needs of a region. Determinants of health status include insurance, primary care provider, birth rate, and morbidity rate.

County Analysis

The following county analysis details aspects about the county, the services available, and questionnaire findings directly from individuals in that county.

Cannon County:

According to the 2020 Census, Cannon County has a population of 14,506. The median household income is \$52,518. The percent of the civilian population without health insurance coverage is 11.4%. There is one primary care provider for every 14,178 residents, whereas the state ratio is one primary care provider for every 1,380 residents.

The following health care facilities are located within Cannon County: one hospital, four physicians, two physician specialists, zero outpatient diagnostic centers (ODCs), zero ambulatory surgery treatment centers (ASTCs), thirty-one home health agency branches, and one nursing home.

According to the one respondent of the questionnaire in Cannon County, cost is the greatest barrier to access healthcare services. Emergency and urgent care is the most needed service in the county. The resident lists OB/GYN services as the highest priority. Healthcare services in the county are rated as below average or none by the respondent. Telemedicine services would be utilized if there were good internet connection to allow it.

Clay County:

According to the 2020 Census, Clay County has a population of 7,581. The median household income is \$32,064. The percent of the civilian population without health insurance coverage is 9.2%. There is one primary care provider for every 3,827 residents.

The following health care facilities are located within Clay County: zero hospitals, two physicians, zero physician specialists, zero ODCs, zero ASTCs, seventeen home health agency branches, and one nursing home.

According to the three respondents of the questionnaire in Clay County, distance to healthcare services is the greatest barrier. Substance abuse services is the most needed service in the county. Physician specialists were listed as the highest priority service needed in the county. Long term care is rated as an outstanding service.

Cumberland County:

According to the 2020 Census, Cumberland County has a population of 61,145. The median household income is \$61,033. Almost 91.1% of residents have health insurance coverage. There is one primary care provider for every 1,410 residents.

The following health care facilities are located within Cumberland County: one hospital, twenty-one physicians, thirty-six physician specialists, zero ODCs, two ASTCs, twenty-six home health agency branches, and four nursing homes.

According to the six respondents of the questionnaire in Cumberland County, cost and transportation are the two main barriers in accessing healthcare services. Cardiologists, OB/GYN, and other specialty physicians are the most needed healthcare services in the area. Quality healthcare services are defined as able to help in healing, having knowledgeable staff, and timeliness of service.

DeKalb County:

According to the 2020 Census, DeKalb County has a population of 20,080. The median household income is \$44,389. The uninsured population is reported to be 9.9%.

The following health care facilities are located within DeKalb County: one hospital, nine physicians, nine physician specialists, zero ODCs, zero ASTCs, thirty-six home health agency branches, and one nursing home.

According to the twelve respondents of the questionnaire in DeKalb County, cost and distance to services are the two main barriers in accessing healthcare services. Psychiatric services, inpatient services, physicians, child-birth services, and emergency services are ranked as the most needed in the area. Helping in healing is most important trait of a quality services.

Fentress County:

According to the 2020 Census, Fentress County has a population of 18,489. The median household income is \$40,203. The uninsured population is reported to be 7.2%. Jamestown Regional Medical Center Hospital was located in the county but closed in 2019.

The following health care facilities are located within Fentress County: zero hospitals, five physicians, four physician specialists, zero ODCs, zero ASTCs, twenty home health agencies, one nursing home.

According to the two respondents of the questionnaire in Fentress County, cost and the unavailability of services are the main barriers to access healthcare services in the county. Emergency care is the most needed service.

Jackson County:

According to the 2020 Census, Jackson County has a population of 11,617. The median household income is \$35,880. The uninsured population is reported to be 12.6%.

The following health care facilities are located within Jackson County: zero hospitals, two physicians, two physician specialists, zero ODCs, zero ASTCs, twenty-one home health agency branches, and one nursing home.

There were no respondents to the questionnaire residing in Jackson County.

Macon County:

According to the 2020 Census, Macon County has a population of 25,216. The median household income is \$38,080. The uninsured population is reported to be 10.1%.

The following health care facilities are located within Macon County: one hospital, three physicians, eight physician specialists, zero ODCs, zero ASTCs, twenty-eight home health agencies, and two nursing homes.

According to the eight respondents of the questionnaire in Macon County, the main barriers to access health services are cost, distance, and unavailability of services. Child-birth services is the most needed service in the county. Long-term care services in the county are rated as above average in quality. Cardiologists, oncologists, and OB/GYNs are the most desired specialists.

Morgan County:

According to the 2020 Census, Morgan County has a population of 21,035. The median household income is \$41,701. Almost 12% of the population is uninsured.

The following health care facilities are located within Morgan County: zero hospitals, six physicians, zero physician specialists, zero ODCs, one ASTC, thirty-one home health agencies, and one nursing home.

According to the three respondents of the questionnaire in Morgan County, distance to services in the biggest barrier in access to healthcare. Emergency care is the most needed service. High quality healthcare services are described as being accessible.

Overton County:

According to the 2020 Census, Overton County has a population of 22,511. The median household income is \$36,478. 8.8% of the population is uninsured.

The following health care facilities are located within Overton County: one hospital, seven physicians, thirteen physician specialists, zero ODCs, zero ASTCs, twenty home health agencies, and one nursing home.

According to the one respondent of the questionnaire in Overton County, emergency care is the most needed service. Cost, distance, unavailability, and lack of expertise are barriers to healthcare services in the county. Social media is used for awareness of healthcare services.

Pickett County:

According to the 2020 Census, Pickett County has a population of 5,001. The median household income is \$39,554. The population of uninsured individuals is 4.9%.

The following health care facilities are located within Pickett County: zero hospitals, two physicians, nine physician specialists, zero ODCs, zero ASTCs, eighteen home health agencies, and one nursing home.

According to the one respondent of the questionnaire in Pickett County, cost and unavailability of services are the two main barriers to accessing healthcare. Psychiatric services, emergency services, inpatient services, substance abuse services, and physicians are ranked as the most needed in the county.

Putnam County:

According to the 2020 Census, Putnam County has a population of 79,854. The median household income is \$45,160. 8.2% of the population is without health insurance coverage.

The following health care facilities are located within Putnam County: two hospitals, twenty-nine physicians, seventy-one physician specialists, one ODC, three ASTCs, twenty-six home health agencies, and four nursing homes. One of the hospitals is a mental health hospital housed within Cookeville Regional Medical Center.

According to the seventy-two respondents of the questionnaire in Putnam County, cost is the largest barrier in accessing healthcare services. The most needed services in the county are physicians, psychiatric, emergency, substance abuse, and inpatient services. Quality healthcare is defined as helped in healing, knowledgeable staff, and timeliness of service.

Scott County:

According to the 2020 Census, Scott County has a population of 21,850. The median household income is \$37,135. The uninsured population is reported as 12%.

The following health care facilities are located within Scott County: one hospital, two physicians, five physician specialists, zero ODCs, zero ASTCs, twenty-six home health agencies, and two nursing homes.

According to the thirty respondents of the questionnaire in Scott County, the main barriers to accessing healthcare services are cost, distance, and unavailability. Cardiologists, oncologists, and orthopedics are in demand. Availability of healthcare services is described as being able to schedule an appointment and location within an acceptable driving distance.

Smith County:

According to the 2020 Census, Smith County has a population of 19,904. The median household income is \$48,611. The uninsured population is reported as 8.5%.

The following health care facilities are located within Smith County: one hospital, six physicians, six physician specialists, zero ODCs, zero ASTCs, thirty home health agencies, and one nursing home.

According to the twenty respondents of the questionnaire in Smith County, the main barriers in accessing healthcare services are cost, distance, and unavailability. Psychiatric services are ranked the most needed service. Oncologists are ranked first for the most needed specialists. Around 40% of the respondents use telemedicine occasionally.

Trousdale County:

According to the 2020 Census, Trousdale County has a population of 11,615. The median household income is \$56,981. 14% of the population has no health insurance coverage.

The following health care facilities are located within Trousdale County: one hospital, two physicians, three physician specialists, zero ODCs, zero ASTCs, twenty-nine home health agencies, and one nursing home.

According to the one respondent of the questionnaire in Trousdale County, cost is the main barrier to accessing healthcare services. Emergency services, childbirth services, and psychiatric services are ranked the three most needed services.

Van Buren County:

According to the 2020 Census, Van Buren County has a population of 6,324. The median household income is \$47,576. 14.2% of the population is uninsured.

The following health care facilities are located within Van Buren County: zero hospitals, zero physicians, zero physician specialists, zero ODCs, zero ASTCs, twenty-three home health agencies, and one nursing home.

According to the one respondent of the questionnaire in Van Buren County, the barriers to accessing healthcare services are cost, distance, and unavailability. Physicians are ranked the most needed in the county. Family practice, cardiologists, and oncologists are the most desired specialty physicians. Long-term care is rated as an outstanding service.

Warren County:

According to the 2020 Census, Warren County has a population of 40,953. The median household income is \$42,668. Almost 13% of the population lacks health insurance coverage.

The following health care facilities are located within Warren County: one hospital, twelve physicians, seventeen specialists, zero ODCs, zero ASTCs, thirty-one home health agencies, and two nursing homes.

According to the four respondents of the questionnaire in Warren County, cost and distance were reported as the biggest barriers to accessing healthcare services. Emergency care is the most needed service. Childbirth services, emergency care, home health services, and inpatient services are rated as above average. Mental health services in the county received a low rating.

White County:

According to the 2020 Census, White County has a population of 27,351. The median household income is \$44,282. About 11% of the population does not have health insurance coverage.

The following health care facilities are located within White County: one hospital, five physicians, nine physician specialists, zero ODCs, zero ASTCs, twenty-seven home health agencies, and two nursing homes.

According to the thirteen respondents of the questionnaire in White County, cost and distance were reported as major barriers to accessing healthcare services. Psychiatric services are ranked the most needed healthcare service in the county. Most services were rated as average; however, mental health services received a very low quality rating.